

# HACIENDA STORAGE

125 Old Gate Lane Milford, CT 06460

To: CT Legislators  
Re: Senate Bill 752,  
AN ACT CONCERNING SELF-STORAGE FACILITY LIENS.

Dear Connecticut Legislators,

My name is Bob Kiley and I have been the manager of Hacienda Storage, a self storage facility located in Milford, CT, since it opened in 2001. In the past twelve years Hacienda Storage has hosted nearly forty public storage auctions (averaging three per year) and I have overseen the development of each of them from start to finish. In that time I've become well acquainted with Connecticut's self storage lien laws and, particularly in the last five years, I've determined that they are antiquated and in serious need of reexamination.

Requiring self storage facilities to advertise upcoming storage auctions in newspapers is ineffective and inefficient. Print newspaper circulation is inarguably on a downward trajectory as readers continue to get their news from the Internet. Advertisements in print newspapers are being seen by fewer eyes than ever before whereas the opposite is true of Internet advertisements. The result of this trend is inevitable, thus I think it's clear that self storage facilities in Connecticut should be allowed to advertise auctions on the Internet instead of print newspapers sooner rather than later.

Similarly inefficient is the current law's requirement that self storage facilities notify their customers of auctions via certified mail. Anecdotally, the majority of certified mail that Hacienda Storage sends is returned to us, ultimately wasting both money and time for everyone involved. It is my experience that verified and first class mail are more efficient forms of paper mail than certified mail. Furthermore, email continues to be an expedient and cheap way for us to contact our customers.

Thank you for hearing my concerns and I hope that you will reconsider Connecticut's restrictive and outmoded self storage lien laws.

Thank you,

Bob Kiley  
Hacienda Storage Manager